



**Department of the Treasury  
Franchise Fund  
Accountability & Annual Report**

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**THE FUTURE  
OF FEE-FOR-SERVICE BUSINESS  
IN THE FEDERAL GOVERNMENT**

● **FULLY COSTED**

● **SELF SUFFICIENT**

● **CUSTOMER DRIVEN**

***It's WORKING!***



## Department of the Treasury Franchise Fund

*...committed to delivering cost effective and high  
quality administrative products and services*

### A Message from the Deputy Chief Financial Officer

The Franchise Fund was created to improve the delivery of administrative services through the introduction of market-driven business practices. **It's Working!** For the fifth consecutive year, since inception, the Treasury Franchise Fund has thrived in the competitive marketplace of providing administrative products and services to Federal entities. We are proud of this performance and are looking forward to maintaining it in the years to come.

We're convinced, in fact, that the greatest challenge ahead may be simply keeping up with the demand for our services. This is due primarily to our in-depth understanding of the government arena, which allows us to offer new pathways, not roadblocks, to help our customers reach their goals. Our customers choose us for good reason: We are able to bring them innovative solutions in a cost effective and timely manner.

As a successful franchise operation, we understand that we have a responsibility to provide leadership in all areas of government reform; from the delivery of administrative products and services to our internal business operations. Our reward for our efforts is not only a strong business model and financial stability but also seeing government administrative practices get better. As one customer put it, we provide "bureaucracy-free" service.

The source of our success has always been our exhaustive focus on the customer. For this we owe a debt of gratitude to our employees, whose dedication, loyalty and hard work make it all possible.

A handwritten signature in dark ink, reading "Steven O. App". The signature is fluid and cursive, with the first name "Steven" and last name "App" clearly legible.

Steven O. App  
Deputy Chief Financial Officer

***A Message from the Deputy Chief Financial Officer***

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- Gains & Losses
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- Continued Growth
- Financial Stability
- A Strong Balance Sheet
- Another “Clean” Audit Opinion:
- Improved Financial Reporting

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- Enhancing service value through competition.
- Efficiently delivering administrative products and services.
- Reducing duplication of effort.
- Fostering competition.
- Accounting for full cost and achieving self-sufficiency.
- Enhancing customer satisfaction.

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